GDIT

	Weekly Report	03/20/2021	03/13/2021	03/06/2021	Feb	Jan	Dec	Nov	Oct	Sep	Aug*	Jul*	Overall Total
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	750	813	964	10,081	24,906	22,257	15,013	8,155	4,940	5,393	4,127	97,213
	# Indexes Complete	472	581	667	7,387	19,428	18,304	12,446	6,720	4,116	4,208	3,309	77,516
	% Indexes Complete	63.4%	72.1%	69.6%	73.9%	78.2%	82.3%	83.0%	82.5%	83.4%	78.2%	80.5%	79.9%
	# Indexes unreachable (Max Attempts)	278	232	297	2,694	5,478	3,953	2,567	1,435	824	1,185	818	19,697
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	37.3%	28.8%	31.0%	26.9%	22.0%	17.8%	17.1%	17.6%	16.7%	22.0%	19.9%	20.3%
	# Indexes Attempted calls (all completions + at least 1 attempt)	745	806	959	10,001	24,848	22,239	14,994	8,146	4,935	5,380	4,113	96,982
	Average time from Index Received to Index Reached	0.04:56:43	0.10:26:37	0.08:25:09	0.10:37:06	0.11:40:33	0.13:45:49	0.16:31:36	0.23:39:56	1.13:04:37	2.18:53:48	3.00:51:08	0.21:25:11
	Average Index Handle Time	0.00:16:16	0.00:15:46	0.00:15:29	0.00:13:57	0.00:13:50	0.00:13:32	0.00:13:03	0.00:14:00	0.00:13:05	0.00:12:45	0.00:14:02	0.00:13:36
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	52.2%	60.3%	61.1%	63.2%	66.6%	71.8%	72.7%	72.2%	68.9%	58.1%	52.5%	67.6%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	100.0%	99.8%	99.9%	100.0%	99.9%	99.9%	99.9%	99.8%	99.7%	97.1%	99.8%
Contacts	# contacts generated	896	1,059	1,143	13,360	39,110	48,338	36,846	21,075	14,495	9,575	6,924	192,623
	# contacts generated per Index Complete	1.9	1.8	1.7	1.8	2.0	2.6	3.0	3.1	3.5	2.3	2.1	2.5
	# contacts complete	819	998	1,066	12,742	36,676	43,031	32,564	18,417	12,756	8,726	6,388	173,995
	% contacts complete	91.4%	94.2%	93.3%	95.4%	93.8%	89.0%	88.4%	87.4%	88.0%	91.1%	92.3%	90.3%
	# contacts unreachable (Max Attempts + missing phone numbers)	76	61	77	618	2,434	5,307	4,282	2,658	1,739	849	536	18,627
	% contacts unreachable (Max Attempts + missing phone numbers)	8.5%	5.8%	6.7%	4.6%	6.2%	11.0%	11.6%	12.6%	12.0%	8.9%	7.7%	9.7%
	# contact attempted (all completions + at least 1 attempt)	896	1,059	1,143	13,360	39,110	48,338	36,846	21,075	14,495	9,575	6,924	192,623
	Average Time from Contact Generated to Contact Reached	0.10:50:44	1.02:37:24	0.23:41:47	1.05:00:47	1.03:06:49	1.08:53:47	2.02:38:16	3.08:01:24	4.14:03:47	4.11:50:54	5.10:37:46	2.05:16:00
	Average Contact Handle Time	0.00:15:12	0.00:12:22	0.00:13:06	0.00:12:44	0.00:12:32	0.00:12:10	0.00:11:18	0.00:11:25	0.00:10:45	0.00:10:19	0.00:13:47	0.00:11:55
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	79.7%	74.6%	73.9%	76.8%	76.8%	73.4%	69.9%	67.1%	64.2%	60.7%	63.0%	71.2%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.2%	99.1%	98.5%	97.5%	96.9%	95.6%	95.2%	96.1%	93.0%	96.8%	94.1%	95.8%
	Average Time from receipt of initial case name to full completion of all related contacts	0.15:20:38	1.09:42:52	1.06:02:55	1.11:41:08	1.12:22:04	1.23:00:26	2.22:05:57	3.22:26:14	5.23:11:57	5.07:02:27	6.12:58:32	2.20:56:20